



KENTUCKY EMPLOYEES' HEALTH PLAN
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WWW.KEHP.KY.GOV

KEHP MEMO 19-02

To: KEHP ICs and HRGs

FROM: Department of Employee Insurance (DEI)

RE: Exception Requests (formerly Grievances)

DATE: January 3, 2019

As indicated in [KEHP Memo 18-16](#), we are revamping the grievance process to streamline processes for efficiency. The first phase was for Open Enrollment exceptions and we are now ready for the next and final phase, which is non-OE exception requests.

Attached is the Exception Request Form that should be used for all exception requests throughout 2019 that is not related to an Open Enrollment election.

We are currently updating the website to include detailed information for members. Under [Enrolling or Changing Coverage](#) on the KEHP website, members will be able to access eligibility information, find pertinent details on how to change coverage, and find information on the exception process. This site should be updated within the next week.